	C	ICTOME	CEDVIC		EV					
			R SERVIC							
1. How	satisfied were									
	VERY DISSATISFIED	DISSATISFIED	UNDECIDED	SATISFIED	VERY SATISFIED					
2. How membe	satisfied were	you with the ti	me it took to be	approached fo	r service by a te	eam				
	VERY DISSATISFIED	DISSATISFIED	UNDECIDED	SATISFIED	VERY SATISFIED					
Please tell us how much you agree or disagree with the following statements.										
3. The	team member v	vas knowledgea	able & easy to u	inderstand.						
	STRONGLY DISAGREE	DISAGREE	UNDECIDED	AGREE	STRONGLY AGREE					
4. The	team member v	vas able to ider	itify my needs o	uickly & to my	satisfaction.					
	STRONGLY DISAGREE	DISAGREE	UNDECIDED	AGREE	STRONGLY AGREE					
5. Ovei	rall, how satisfi	ed were you wi	th your contact	with our custo	mer service?					
	VERY DISSATISFIED	DISSATISFIED	UNDECIDED	SATISFIED	VERY SATISFIED					
6. Over Clothin	rall, how satisfi iq?	ed were you wi	th your shoppin	g experience a	t New Generation	on				
	VERY DISSATISFIED	DISSATISFIED	UNDECIDED	SATISFIED	VERY SATISFIED					
7. Wou	ld you recomm	end us to a frie	nd or family me	mber?						
	STRONGLY DISAGREE	DISAGREE	UNDECIDED	AGREE	STRONGLY AGREE					
8. Plea	8. Please circle the main reason you shopped with us today?									
	SERVICE	PRICES	BRANDS	RANGE	LOCATION					
	9. What changes, if any, can we make to improve your shopping experience at New Generation Clothing?									
	-									
	ase note your c er to discuss an			to be contacte	d by our Store					
Manay		y concerns rure	ner.							



## **CUSTOMER SERVICE SURVEY**

Please circle the most accurate response.

1. How satisfied were you with the time it took to be welcomed into the store?										
D DISSATISFIED	UNDECIDED	SATISFIED	VERY SATISFIED							
e you with the ti	me it took to be	approached fo	r service by a to	eam						
D DISSATISFIED	UNDECIDED	SATISFIED	VERY SATISFIED							
s how much y			the following	g						
3. The team member was knowledgeable & easy to understand.										
DISAGREE	UNDECIDED	AGREE	STRONGLY AGREE							
4. The team member was able to identify my needs quickly & to my satisfaction.										
DISAGREE	UNDECIDED	AGREE	STRONGLY AGREE							
5. Overall, how satisfied were you with your contact with our customer service?										
D DISSATISFIED	UNDECIDED	SATISFIED	VERY SATISFIED							
6. Overall, how satisfied were you with your shopping experience at New Generation Clothing?										
D DISSATISFIED	UNDECIDED	SATISFIED	VERY SATISFIED							
nend us to a frie	nd or family me	mber?								
DISAGREE	UNDECIDED	AGREE	STRONGLY AGREE							
ain reason you s	shopped with us	s today?								
PRICES	BRANDS	RANGE	LOCATION							
9. What changes, if any, can we make to improve your shopping experience at New Generation Clothing?										
	bow much y was knowledge DISAGREE was able to ider DISAGREE DISAGREE DISAGREE DISATISFIED DISSATISFIED DISSATISFIED DISAGREE	show much you agree or distatements.     was knowledgeable & easy to u     DISAGREE   UNDECIDED     was able to identify my needs of     DISAGREE   UNDECIDED     was able to identify my needs of     DISAGREE   UNDECIDED     was able to identify my needs of     DISAGREE   UNDECIDED     ied were you with your contact     D   DISSATISFIED     UNDECIDED     neend us to a friend or family me     DISAGREE   UNDECIDED     nain reason you shopped with us     PRICES   BRANDS     ny, can we make to improve yo	s how much you agree or disagree with statements.     was knowledgeable & easy to understand.     DISAGREE   UNDECIDED     was able to identify my needs quickly & to my     DISAGREE   UNDECIDED     AGREE   UNDECIDED     AGREE   UNDECIDED     AGREE   UNDECIDED     AGREE   UNDECIDED     AGREE   UNDECIDED     D   DISAGREE     UNDECIDED   SATISFIED     DISAGREE   UNDECIDED     AGREE   AGREE     DISAGREE   UNDECIDED     AGREE   AGREE     ND   AGREE     BRANDS   RAINGE     NY, can we make to improve your shopping explorient explored	show much you agree or disagree with the following statements.     was knowledgeable & easy to understand.     DISAGREE   UNDECIDED   AGREE   STRONGLY AGREE     was able to identify my needs quickly & to my satisfaction.     DISAGREE   UNDECIDED   AGREE   STRONGLY AGREE     was able to identify my needs quickly & to my satisfaction.     DISAGREE   UNDECIDED   AGREE   STRONGLY AGREE     ied were you with your contact with our customer service?   D   DISSATISFIED   UNDECIDED   SATISFIED   VERY SATISFIED     nend us to a friend or family member?   DISAGREE   UNDECIDED   AGREE   STRONGLY AGREE     nair reason you shopped with us today?   PRICES   BRANDS   RANGE   LOCATION     ny, can we make to improve your shopping experience at New   Strongly scheme at New   Strongly scheme at New						